

**Kalamazoo Public Library  
OFFICIAL MINUTES OF THE BOARD OF TRUSTEES  
REGULAR SESSION**

DATE: August 25, 2003  
TIME: 4:00 p.m.  
LOCATION: Central Library  
Board Room  
315 South Rose Street  
Kalamazoo, Mi 49007

President Brown called the meeting to order at 4:00 p.m.

**PRELIMINARY BUSINESS**

Roll Call: Trustees present: Cynthia Addison, Donald Brown, Robert Brown, Amy DeShon, Lisa Godfrey, and James Vander Roest. Absent: Loren Dykstra

Approval of Agenda: Mr. Brown requested that an action item be added to the agenda regarding the nomination procedure for board officers. There were no objections.

**I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS**

There were no recognitions, resolutions or communications.

**II. PERSONS REQUESTING TO ADDRESS THE BOARD**

No one addressed the board.

**III. CONSENT CALENDAR**

A. Minutes of the Regular Meeting of July 28, 2003

Disposition: The board accepted the minutes with a correction to Mr. Vander Roest's comments regarding the possibility of the board taking a position about the U.S. Patriot Act.

C. Personnel Items

There were no personnel items.

**IV. FINANCIAL REPORTS**

A. Financial Reports for the Period Ending July 31, 2003

**Recommendation:** Director Amdursky recommended the board accept the Financial Reports for the Period Ending July 31, 2003.

**MOTION:** MS. GODFREY MOVED AND MS. DE SHON SUPPORTED ACCEPTANCE OF THE FINANCIAL REPORTS FOR THE PERIOD ENDING JULY 31, 2003 AS

**RECOMMENDED.**



**MOTION CARRIED 6-0.**

**The Financial Reports for the Period Ending July 31, 2003 were accepted.**

**ACTION ITEMS**

V. A. **Nominating Committee Procedures for the Election of Board Officers**

**Recommendation:** Mr. Brown would like to decide on a process now to be in place when it is needed next year. He suggested that in the future the nominating committee be comprised of the three trustees who are not holding offices at the time. In the event one of those individuals was unable to serve, the board president would appoint replacements. In the event more than one individual could not serve, it would be brought back to the board for action.

The charge to the nominating committee would be to contact everyone on the board to determine their preferences, and for the committee to establish a slate of officers to be nominated by arriving at a consensus prior to the July board meeting when the election takes place.

**MOTION:** **MR. BROWN MOVED AND MR. VANDER ROEST SUPPORTED A MOTION TO APPROVE THE PROCESS DESCRIBED BY MR. BROWN.**

**Discussion:** In response to a question from Ms. Addison about term limits, Mr. Brown indicated elections are held annually, but there is no limitation on the number of terms an individual may hold an office.

Ms. Godfrey felt the system that is already in place that calls for the Personnel Committee members to function as the nominating committee is a good structure; the procedures just have not been followed consistently. She hopes a more appropriate way to replace a trustee who is unable to meet committee obligations can be developed for the future to make for a smoother operation.

Mr. Brown indicated he is interested in establishing a format to be followed that is clear to everyone and feels this process provides a certain symmetry. He is not wedded to the plan he proposed but wants to be sure a plan is established and in place, that everyone understands the process and that it is followed.

Ms. Godfrey agreed, but felt the board should have some time to consider the proposal before acting on it.

In response to a question from Ms. De Shon, President Brown indicated the recent problems with the nominating procedure were not the norm, but were not unheard of. The board could choose to table this item and consider other options rather than make a decision at this meeting.

It was agreed this matter would be considered again at the September meeting and the resulting procedure may be placed in the board's bylaws.

**MOTION TO TABLE:**

**MS. GODFREY MOVED AND MS. DE SHON SUPPORTED A MOTION TO TABLE THIS ITEM UNTIL THE BOARD MEETS IN SEPTEMBER.**



**MOTION CARRIED 5-1. (Mr. Vander Roest)**

**The item was tabled until the board meets in September.**

**REPORTS**

B. Technology Report

Executive

Summary:

Mr. Amdursky stated the library and its patrons have been experiencing substantial change directly and indirectly due to technology issues. Each change comes with both positive and negative repercussions. It is important for the board to have a broad based understanding of the implications of these changes on library operations and public services.

Last year the library moved from a PC based environment with no firewall, for public Internet access, to a Citrix thin client environment with a firewall. The positives of the change are increased speed, (especially in branches) reduced equipment maintenance, enhanced security, increased ability to identify and correct problems at the server level, and increased privacy for Internet users.

Citrix, thin clients, and the firewall have not been without challenges. It is far more difficult to make third party software, such as time and printer control packages, work successfully in the Citrix environment. New Internet software packages, especially graphic-intensive programs such as "Flash" game software, drain server resources and will often negatively affect Internet access for others on the same server. Some of our patrons have discovered if they "crash" out of our thin clients they can obtain more time at a workstation. The firewall provides extra security but requires staff to do extra work when the library wants to mount or receive certain programs or products. Because patrons have increased privacy, it is harder for staff to enforce penalties associated with Internet policy violations.

Within the next twelve months some of the issues mentioned above will be addressed, no doubt to be replaced by new ones. Additional server(s) should alleviate the drain created by programs that demand excessive resource. Almost certainly new software will be developed that will require yet more resource. Unless the technology world changes dramatically the best the library will be able to do is "keep up." Staff will continue to spend time trying to identify third party software that works in our environment or to make current software compatible. As time permits, staff will try to identify ways in which policy violators can be held more accountable for their actions. The firewall will continue to protect as needed, but also create a barrier for certain desirable programs and services. Additional staff training in this area may provide some relief.

On May 1 of this year the library migrated its online catalog from DRA to SIRSI. As indicated in the director's report last month, this migration has not gone smoothly. As a result of a letter sent to Sirsi outlining the problems, KPL has been receiving priority response in the last few weeks.

When migration is completed, patrons should receive a variety of desirable features from SIRSI including e-mail notices about new book acquisitions and the ability to maintain their own personal information within iBistro. Current available features such as reviews, tables of contents, and book excerpts should be expanded in the future. Management tools, including increased individual accountability and improved reporting capacity should be available soon.

Aside from migration issues, some of the SIRSI modules are more difficult to work with than those we used in DRA. Simply stated, SIRSI is moving from a mixture of a character-based environment to a pure graphical environment. Until this happens some modules, such as cataloging, will actually be more time consuming to use. In addition it is not yet clear how well the SIRSI company works with third party vendors like Brodart (materials

acquisition) and Unique (materials retrieval). This is an area we will continue to watch closely.

It is expected most SIRSI issues will be resolved satisfactorily in the next 12 months. There will always be issues and competition for "your issue(s)" to be a priority, but as more DRA clients move to SIRSI the company will be forced to address a variety of issues that this

group of clients shares. In addition, as our staff becomes more versed in the intricacies of the new system they will be able to address many of the problems without having to access a company help desk.

The library still maintains approximately 200 PC workstations for staff and the public. Public workstations are largely devoted to word processing and games. A week does not go by that some workstation does not require attention. In addition, as software becomes more sophisticated an investment in more powerful PCs is required. We should be replacing approximately one third of our workstations each year. At best, our current budget allows for complete replacement every four years.

The good news is that our workstations for the public and the staff are relatively current. Generally, staff can run current software and public programs are current. The bad news is that maintaining currency requires a substantial ongoing cost for equipment and maintenance as well as a commitment of human resources.

We will explore the possibility of a thin client environment for public word processing and selected staff workstations. If this is a viable solution it should reduce some staff and equipment costs.

There are a number of additional areas of technology stress and opportunity the library is currently addressing or will be in the next several months.

- a) Software compatibility requires substantial staff time. This is an area that will constantly have to be addressed by the information technology staff.
- b) The library expects to do an Internet network switchover from Ameritech to Jasnet in the immediate future. This should increase speed ten-fold and reduce cost by 75%. Based on past experience this will probably cause a few glitches.
- c) The Patriot Act has the potential to cause operational problems for the library. Because the entire system is backed up by tapes, we have to be very careful that after regular purging sufficient information is available on remaining tapes to rebuild necessary parts of the system if the library experiences a crash.
- d) We expect to unveil a new web site in the next few months. This product will be widely tested in house before it is made available to the public.

Technology is an ever-changing and difficult arena. This library has been committed for several years to addressing the digital divide and to improving productivity by using digital solutions and appropriate software. We continue in this mode.

We have an outstanding Information Technology staff and an increasingly knowledgeable public service staff centered on delivering the best and most cost effective product to our patrons. We will continue to monitor progress and provide occasional updates to the board.

Discussion:

Ms. Godfrey suggested that if we shut down access to patrons because games they are playing cause system crashes, perhaps we should include a statement in our Internet Policy to that effect. Mr. Amdursky will bring such an addition to the board for action.

In answer to a question about whether patrons who are accessing inappropriate sites can be identified, Mr. Amdursky acknowledged that currently we are not able to identify which patron is signed on a specific workstation. The patron is afforded more privacy, but it is more difficult to monitor and punish unacceptable behavior. It may be possible to institute a reservation system for workstations with the new Pharos software, but that has not yet been determined.

It was suggested by trustees that automation staff should give this problem more priority.

## VI. COMMITTEE REPORTS

A. Finance & Budget Committee

No report.

B. Personnel Committee

Ms. Godfrey reported the library's attorney reviewed the harassment policy that was brought to the board last month and believes all harassment may be covered in one policy rather than establishing two policies, one for sexual harassment and one for other harassment. Very little change is necessary and can be incorporated into the existing policy, which will be brought back to the board at the same time updated personnel manuals are brought for consideration, likely in October.

C. Ad Hoc Endowment Fund Governance Committee

Ms. Godfrey reported the Endowment Fund Governance Committee met with the investment advisor who reported the library's investments are doing quite well despite the market. Most of the percentage of funds that were intended to be put into stocks has now been invested there -- we are currently invested in a majority of the seven available areas of stocks; we are being relatively conservative but aiming for reasonable earnings. Bond market is in bad shape so we are taking a slow approach to move into that market.

## VII. OTHER BUSINESS

A. Directors Report

Mr. Amdursky told trustees the initial group of staff members that are attending the two-day "Healing Racism" workshop through Woodrick Institute, housed at Aquinas College will have completed the workshop by mid-September. He encouraged interested trustees to attend the workshop and will send them pertinent information.

The Kalamazoo Community Foundation has agreed to grant KPL \$30,000 to fund a second round of the "Reading Together" program. According to policy, the board needs to formally accept the grant.

**MOTION:**

**MS. ADDISON MOVED AND MS. GODFREY SUPPORTED A MOTION TO ACCEPT THE \$30,000 GRANT FROM KALAMAZOO COMMUNITY FOUNDATION IN SUPPORT OF THE "READING TOGETHER" PROGRAM.**



**Motion carried 6-0.**

Mr. Amdursky reported he has talked with four of the five library directors of large libraries participating with KPL in reciprocal borrowing who do not provide reciprocal borrowing to KPL patrons. It is hoped they can all work together on something that may be mutually beneficial, such as cooperative buying of electronic products on a regional basis.

Mr. Brown said he felt this was worth exploring as a separate issue from reciprocal borrowing, which was established as a way to bring people to downtown Kalamazoo. Revisiting our reciprocal borrowing agreements seems predicated on Oshtemo Branch being heavily used by reciprocal borrowers. He wonders if it isn't just as desirable to bring people to Oshtemo, as it is to bring them to downtown Kalamazoo, especially since Oshtemo is the growth center of the library district. Initiating the sharing of resources would be a wonderful role for our library.

Mr. Brown also asked the director to look into whether Oshtemo Township owes us any money as part of our water hook-up agreement of several years ago since some new businesses are opening near there, including the new Wal-Mart.

Ms. Godfrey noted it might be a drive-up vs. a walk-up facility. Oshtemo patrons may work downtown or own a business in the library district. She does not think the board is of the view that we should eliminate reciprocal borrowing.

Mr. Amdursky feels it is a political concern. We are cutting services; if we have to cut deeper it will be hard to explain why non-taxpayers are receiving service.

Ms. Godfrey said we have formed a partnership and we ought to pursue such cooperative ventures at every opportunity. She does not like the reciprocal agreements tied to a balance of materials borrowing. Advantageous relationships should be pursued without the tie-in.

In response to a question from Mr. Vander Roest, the director said he would try to develop a reasonable formula to determine a circulation per item cost.

In response to some questions Ms. De Shon had regarding the library's use of bartering related to sales taxes, accounting and cost effectiveness, the director said he would talk with the business manager and provide the answers to her questions.

Dr. Brown asked whether the book title for "Reading Together" has been chosen. Ms. Doud, Assistant Director for Library Services, said a committee will choose the title.

#### **VIII. PERSONS REQUESTING TO ADDRESS THE BOARD**

Mr. Terry Lason, Head of Loan and Outreach Services, invited trustees to the "Last Laugh" party to be held at Oshtemo Branch Library on October 6 to celebrate the 2003 summer reading program for adults, teens and children.

President Brown thanked Mr. Lason for his comments.

#### **IX. TRUSTEE COMMENTS**

In response to a question from Ms. DeShon, the director indicated it was not possible to distinguish between Eastside and Eastwood patrons who use the Eastwood Branch Library.

Ms. Addison appreciated the information she received by mail regarding the revised bookmobile and how it was determined.

Mr. Vander Roest indicated Sack and Associates is seeking a judgment against Program Corporation of America for KPL. PGA is still in business as far as we know.

Mr. Brown said last year's summer reading finale party was a lot of fun and encouraged others to attend this year.

Dr. Brown expressed his pleasure that the "Reading Together" program will be repeated, and hopes this year's selection will again stimulate a high level of community participation.

#### **X. ADJOURNMENT**

Hearing no objections, President Brown adjourned the meeting of the Kalamazoo Public Library Board of Trustees at 5:25 p.m.

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Loren Dykstra, Secretary